



Kawhia Community Board

AGENDA

24 July 2015

1.00pm

Members of the Kawhia Community Board

Mr CE Jeffries (Chair)
Ms A Gane
Mrs DM Pilkington
Mr AJ Rutherford
Mr DM Walsh

Meeting Secretary: Mr CA Tutty (Governance Supervisor)

KAWHIA COMMUNITY BOARD

24 July 2015

Notice is hereby given that an ordinary meeting of the Kawhia Community Board will be held in the Community Meeting Room, Jervois St, Kawhia on Friday 24 July 2015 commencing at 1.00pm.

17 July 2015

DC Clibbery
CHIEF EXECUTIVE

AGENDA

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PRESENT

IN ATTENDANCE

APOLOGIES

ITEMS TO BE CONSIDERED IN GENERAL BUSINESS

CONFIRMATION OF MINUTES – 29 MAY 2015

REPORTS

Item 63 CUSTOMER SATISFACTION SURVEY FOR ROADS AND FOOTPATHS

To: **Chairperson & Members
Kawhia Community Board**

From: **Roading Manager**

Date: **24 July 2015**

Relevant Community Outcomes

- The Otorohanga District is a safe place to live
 - Ensure services and facilities meet the needs of the Community
 - Foster an involved and engaged Community
-

Executive Summary

A recent independent survey of the levels of resident satisfaction in activities for roads and footpaths in the for each district across the Waikato region has been undertaken, and provides useful information for Council to inform future discussions around setting levels of service.

The Otorohanga District is performing appropriately with both a good level of customer satisfaction, and compares very favourably across the region. The survey has also identified which activities the residents consider to be the most important. Together the information is very useful in setting work priorities and establishing appropriate levels of service.

Staff Recommendation

It is recommended:

That the report be received for information.

Report Discussion

On behalf of the Councils in the Waikato Region, RATA has undertaken a roading customer satisfaction survey in April and May of 2015 with the results published in July 2015. Primarily this survey was to aid in establishing benchmarks in setting future levels of service for performance reporting, which were consistent across the region.

The survey was undertaken by telephone and intercept interviews of 150 residents over the age of 16, with care taken to encompass a broad age range and to exclude Council staff and contractors and their families.

The survey was considered to have a margin of error of +/- 8% for the Otorohanga District Respondents were asked to rate the performance of various road and footpath maintenance activities from 0 to 10 with 0 being completely inadequate and 10 being completely adequate.

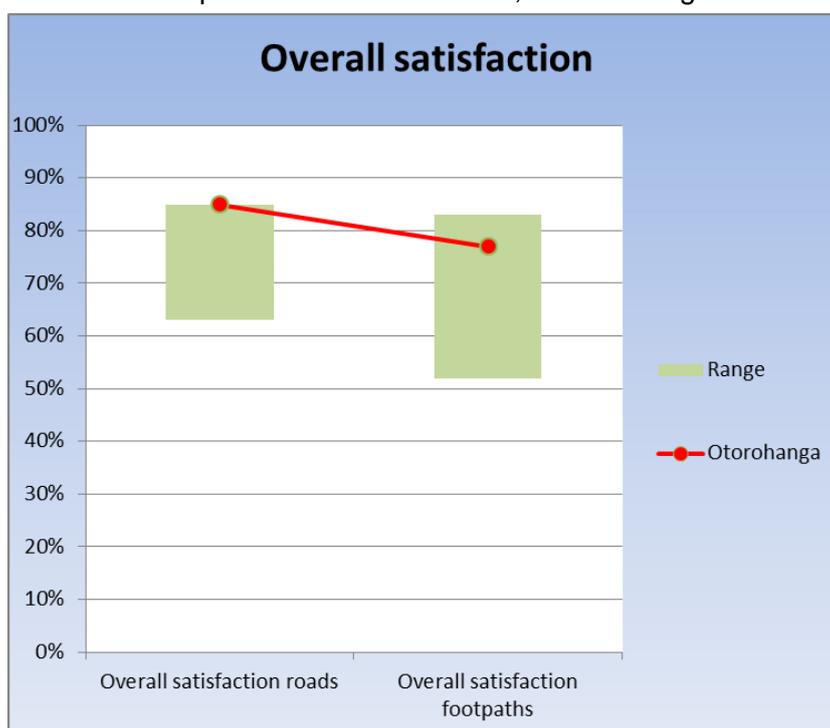
The following scale represents the way the 0 to 10 scores given by the respondents were interpreted in the results.

0	1	2	3	4	5	6	7	8	9	10
Very dissatisfied		Dissatisfied			Neutral	Satisfied			Very satisfied	

Respondents were also asked to rate the three most important road and footpath maintenance activities carried out.

Overall satisfaction

The following chart shows the percentage of respondents who scored their satisfaction levels with the roads and footpaths between 6 and 10, and the range of results across the region.



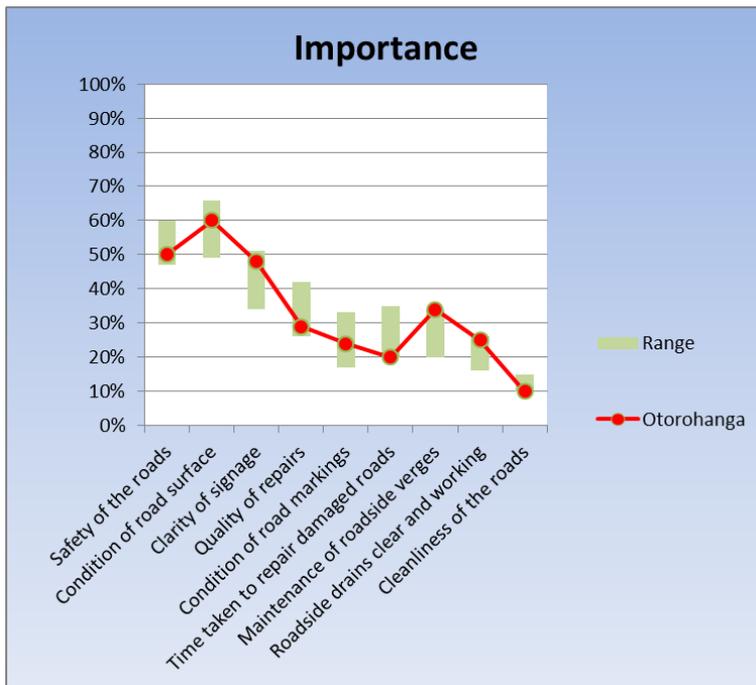
The results for Otorohanga are very positive with 85% satisfaction with roads and 77% satisfaction with footpaths in the district. The results are the highest level of satisfaction in the region for roads, and almost the highest score for footpaths.

Road activity importance

The respondents were asked to rank their three most important roading activities from the following list

- The condition of the road surfaces
- The safety of the roads
- The cleanliness of the roads
- The condition of the road markings
- The clarity of signage
- The quality of repairs to damaged roads
- The maintenance of roadside verges / trees / vegetation
- Keeping roadside drains clear and working
- Time taken to repair roads

The results of the answers for Otorohanga are shown on the chart below with the range of results from the Waikato region.



It is noted that the results are consistent across the region. These results will be of particular use when considering future levels of service to ensure that effort is directed towards what the residents value highest. It is quite possible that the continuing excellent work carried out by Lillian Te Paea in keeping the districts roadsides clean is a factor in the low result in importance of that factor, and if there was litter it would become a higher priority.

Road activity satisfaction

The following chart shows the average score from the 0 to 10 range for each activity as above, and the range of results across the region.

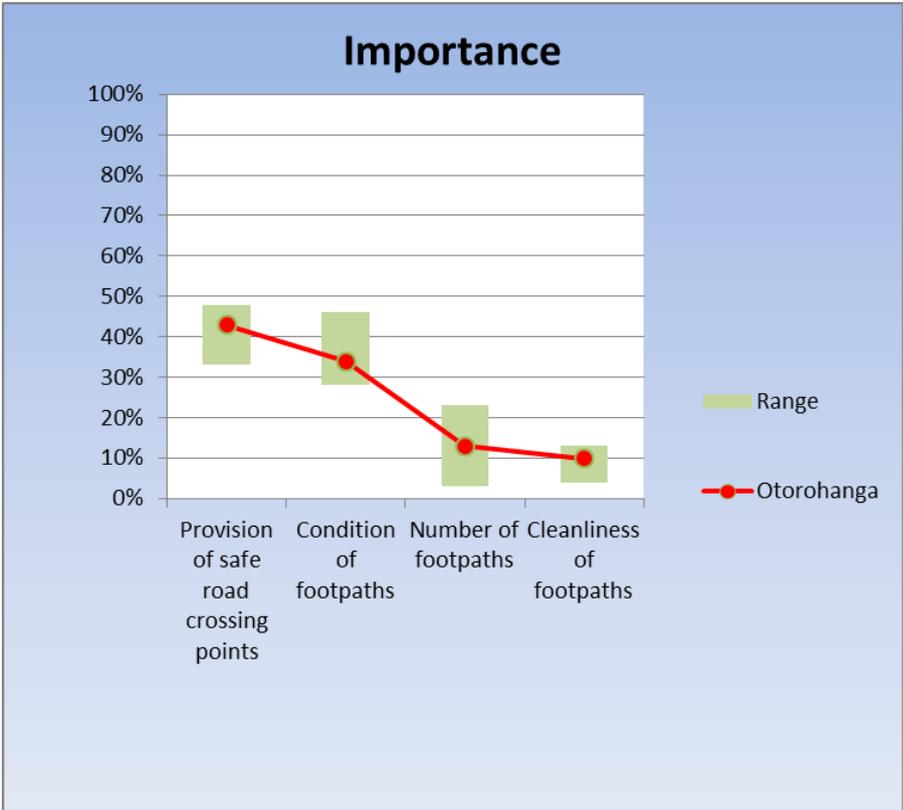


The results for Otorohanga compare very well with the range for the region, and are all above a 6, and are considered to show a general level of satisfaction with the range of activities. These results are in line with Councils own satisfaction level surveys.

Footpath issues

The respondents were asked to rank their two most important footpath issues from the following list, and the results are shown on the following chart

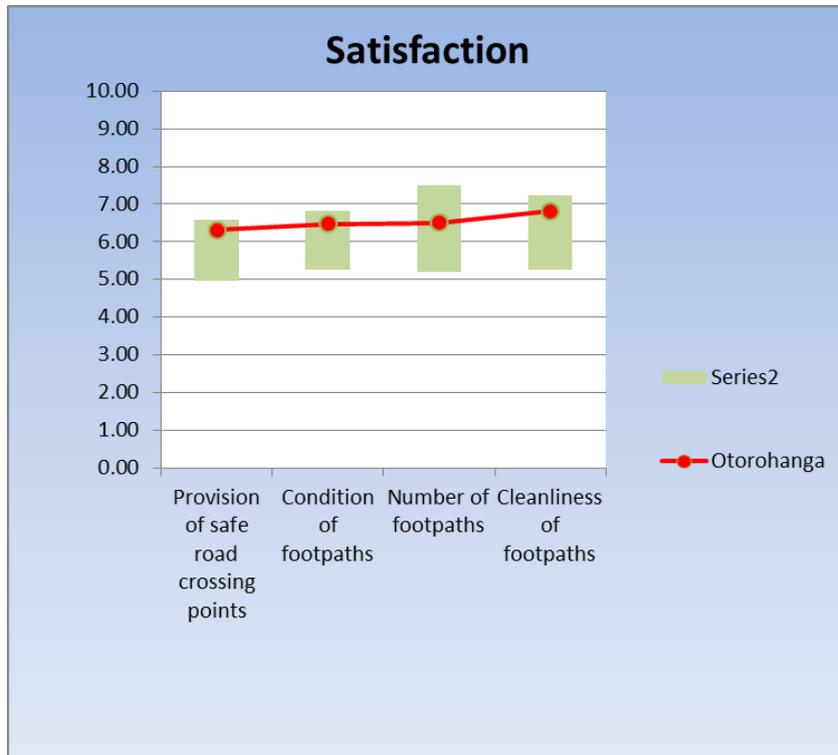
- The number of footpaths
- The condition of footpaths
- The cleanliness of footpaths
- Provision of safe road crossing points



It is interesting to note that the provision of a second footpath in a street is not considered to be as important as the safety and condition of the existing footpaths.

Footpath satisfaction

The following chart shows the average score from the 0 to 10 range for each issue as above, and the range of results across the region.



The result for Otorohanga is towards the high end of the range for the region, and the results show a good level of satisfaction in general.

Martin Gould
ROADING MANAGER

Item 64 TEMPORARY ROAD CLOSURES – REGULAR COMMUNITY EVENTS

**To: Chairperson & Members
 Kawhia Community Board**

From: Engineering Support Officer

Date: 24 July 2015

Relevant Community Outcomes

- The Otorohanga District is a safe place to live
 - Foster an involved and engaged Community
-

Executive Summary

To save time for the board and governance staff, it is proposed to delegate authority for approving routine road closures to the Engineering Manager.

Staff Recommendation

It is recommended that the Engineering Manager be given delegated authority to approve the applications for temporary road closures for the following annual events – Anzac Day; Kawhia Rowing Regatta; Oparau Whaleboat Regatta; Kawhia New Year Celebrations; Kawhia Moana Kai Festival.

Report Discussion

For the past ten years I have been managing the temporary road closures for the Community Board. During that time the following annual events have been held:

Anzac Day – 25 April

Kawhia Rowing Regatta – 1 January

Oparau Whaleboat Regatta – in the proximity of the above event

Kawhia New Year Celebrations – 31 December

Kawhia Moana Kai Festival – in the proximity of Waitangi weekend

These events are long established and consistent. No complaints have been received from residents for many years. Therefore it is suggested that the community board give due consideration that the Engineering Manager be given delegated authority to approve these applications, unless significant variations are evident.

Also, these not-for-profit organisations have been required to comply with the objection provisions contained in the Transport (Vehicular Traffic Road Closure) Regulations 1965. Objections have never been received. It is therefore requested that these requirements be waived. Compliance will still be required in accordance with all other relevant legislation.

This approval process will alleviate late applications and shorten the time required to receive applications, with the board meeting every two months.

Robyn Hodges
ENGINEERING SUPPORT OFFICER

Item 65 KCB MATTERS REFERRED FROM 29 MAY 2015

**To: Chairperson and Members
 Kawhia Community Board**

From: Governance Supervisor

Date: 24 July 2015

Executive Summary

1. BOARD MEMBERS

26 September 2014

- i. To give consideration to Council's 'New Resident' Pack, in particular to inserting issues of a local nature.

2. ENGINEERING MANAGER

29 May 2015

- i. To investigate the use of the Boat Ramp near the Kawhia Rowing Regatta Club shed, damage being caused and possible ways of restricting its use, for report back to the Board.
- ii. To investigate the issue of power meters at each individual shed on the Kawhia Wharf.
- iii. To investigate the suggestion of providing a pedestrian crossing from the end of the Kawhia shops to the Kawhia Library.

3. GOVERNANCE SUPERVISOR

29 May 2015

- i. To present the guidelines which are in place for the installation of ash wall plaques at the Kawhia Cemetery.

CA Tutty
GOVERNANCE SUPERVISOR

GENERAL